

**POSITION DESCRIPTION  
CITY OF RICHMOND, INDIANA**

**Position:** Help Desk Manager  
**Position NO:**  
**Department:** Information Technology  
**Work Schedule:** 8:00 a.m. – 5:00 p.m., M-F  
**Job Category:** PAT (Professional, Administrative, Technological)  
**Salary:** \$31,000 per year  
**Date Written:** July 2010 **Status:** Full-time  
**Date Revised:** July 2010 **FLSA Status:** Non-Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. The City of Richmond provides accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

**RESPONSIBILITIES**

User support and customer service on organization supported computer applications and platforms. Troubleshoot problems and advise on the appropriate action.

**DUTIES**

Follows all help desk procedures and logs all help desk interactions. Redirect problems to the appropriate resource.

Actively use help desk software.

Maintains and repairs computer systems (including printers, monitors, audio/visual equipment and etc.) and telecommunication systems, including ensuring hardware and software perform to standards, monitoring data to ensure integrity and timely backups, and periodically adding/removing users. Performs diagnostics as required.

Periodically installs, configures, and maintains hardware, including various hardware components, such as memory chips and device cables, data cabling and network connectivity. Installs software upgrades as needed.

Provides technical support to systems users as needed, including receiving and responding to calls for assistance, identifying/researching problems, providing assistance and instruction, making minor repairs and/or contacting appropriate vendor technical support providers as needed.

Track and route problems and requests. Identify and escalate situations requiring urgent attention. Document resolutions.

Serves as contact person that responds to requests for technical assistance. Diagnoses and resolves technical hardware and software issues.

Research questions using available information resources and advises user on the appropriate action. Stay current with system information, changes and updates.

Prepares activity reports. Produces reports as required.

Performs various clerical duties, including data entry, maintaining accurate and organized records and files.

Performs other duties as assigned by supervision.

The above statements reflect the general details considered necessary to describe the principal function of the job and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

## **JOB REQUIREMENTS**

Associates Degree in Computer Related studies or experience working in a computer support environment (Two years' experience equivalent to one year of education)

Must possess good problem solving and information management skills.

Ability to organize and prioritize work.

Working knowledge of MS Office software packages, computer systems, techniques, spreadsheet software and the ability to create concise and accurate reports.

Working knowledge of Standard English grammar, spelling and punctuation, and ability to prepare and present information as required.

Ability to properly operate standard office equipment, including calculator/adding machine, telephone, copier, and fax machine.

Ability to effectively communicate orally and in writing with co-workers and other City departments.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to work alone with minimum supervision and with others in a team environment, often under pressure of formal schedules and deadlines, and on several tasks at the same time.

**PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with co-workers, other City departments and department heads, vendors and the public for purposes of exchanging information, rendering service and solving problems.

Incumbent reports directly to Director of Information Technology.

**PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in a standard office environment, involving sitting/standing/walking for long periods, sitting/walking at will, working in confined areas, lifting/carrying objects weighing 25 to 50 pounds, pushing/pulling objects, keyboarding, close/far vision, bending, reaching, crouching/kneeling, hearing sounds/communication, speaking clearly and handling/grasping/fingering objects. Incumbent occasionally works extended, evening and/or weekend hours and occasionally travels out of town for conferences/workshops, sometimes overnight.

### **APPLICANT/EMPLOYEE ACKNOWLEDGMENT**

The job description for the position of Help Desk /Administrative Assistant describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as

outlined? Yes\_\_\_\_\_ No\_\_\_\_\_ If yes, please explain.\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name